

## QUERIES OR CONCERNS

We are confident that we will do our best to give a high quality service in all respects. However, if you have any queries or concerns about our work or bill please take them up with Mr Garner either verbally, by email or letter. If that does not resolve your problem to your satisfaction then please write to him. Please note that at times of holidays, illness etc, minor delays can arise although we always try to ensure the foreseeable absences of staff from the office are adequately covered. It is therefore important that you raise your concerns with us and at that time we will acknowledge this, provide you with a copy of our Complaints Policy and Procedure and ask for any additional information documents or arrange a meeting within 2 working days.

In the unlikely event that we cannot deal with your complaint then if it relates to our services you can contact the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ (Tel: 0300 555 0333) or by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). All complaints to the Legal Ombudsman must be made within 6 years from the date of the act/omission or 3 years from when you should have known about the complaint and within 6 months of you receiving the final response to the complaint. Alternatively, any complaints relating to misconduct should be referred to CILEx Regulation Limited (CRL), Kempston Manor, Kempston, Bedford MK42 7AB (Tel: 01234 845770) or by email: [info@cilexregulation.org.uk](mailto:info@cilexregulation.org.uk) who independently regulate us and is free of charge. Any complaint must be made to CRL within 12 months of either the events that gave rise to the complaint or you having knowledge of the events whichever is the greater.

Alternative Dispute Resolution (ADR) bodies (such as Pro Mediate UK Limited; Address: Brow Farm, Top Road, Frodsham, Cheshire, WA6 6SP; Tel:02036 213908; Email: [enquiries@promediate.co.uk](mailto:enquiries@promediate.co.uk) ; Website: [www.promediate.co.uk](http://www.promediate.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. Please note that we do not currently engage in ADR.